

## Section 2

### ***Practitioner Priority Services (PPS)***

The Practitioner Priority Service (PPS) is a new nationwide toll-free, accounts-related service, for all tax practitioners. It is the practitioner's first point of contact for assistance regarding a taxpayer's account-related issues. This service was fully implemented on April 1, 2001. It replaces the former Practitioner Hotline.

The hours of service are Monday through Friday, from 7:30 a.m. until 5:30 p.m. local time (with the exception of Alaska and Hawaii, which are 7:30 a.m. until 5:30 p.m. Pacific Time). PPS operates out of five IRS campus sites:

- Brookhaven, NY
- Cincinnati, OH
- Memphis, TN
- Ogden, UT
- Philadelphia, PA

The calls are routed to the designated campus sites based on the practitioner's geographic location. See the table below for more details.

<b>State Alignment for Practitioner Priority Service Sites</b>			
<b><i>New Nationwide Toll-Free Number 1-866-860-4259</i></b>			
<b>Site</b>	<b>States Assigned</b>	<b>Site</b>	<b>States Assigned</b>
<b><i>Brookhaven</i></b>	Connecticut	<b><i>Cincinnati</i></b>	Illinois
	Delaware		Indiana
	Maine		Iowa
	Massachusetts		Kentucky
	Michigan		Minnesota
	New Hampshire		Montana
	New Jersey		Nebraska
	New York		North Dakota
	Rhode Island		Ohio
	Vermont		South Dakota
			West Virginia
			Wisconsin
			Wyoming

Site	States Assigned	Site	States Assigned
<b>Memphis</b>	Alabama	<b>Ogden</b>	Alaska
	Arkansas		Arizona
	Colorado		California
	Kansas		Hawaii
	Louisiana		Idaho
	Mississippi		Nevada
	Missouri		Oregon
	New Mexico		Utah
	Oklahoma		Washington
	Tennessee		
	Texas		
<b>Philadelphia</b>	Florida		
	Georgia		
	Maryland		
	North Carolina		
	Pennsylvania		
	South Carolina		
	Virginia		
	Washington D.C.		

PPS provides a number of benefits to practitioners:

- The service is toll-free.
- It improves the overall consistency and quality of service to practitioners.
- Practitioners will receive a higher level of service.
- Employees answering these calls will receive specialized training to handle practitioner issues.

It will also improve accessibility into the system and reduce wait times.

### **Practitioner Priority Services (PPS) – Frequently Asked Questions and Answers**

#### **Q.) Will I talk with the same agent each time I call?**

**A.)** No, your call will be directed to a specialized team of agents at the toll-free campus site designated to receive calls for your area code.

#### **Q.) Are the new representatives qualified to answer my questions?**

**A.)** Yes, representatives are experienced and highly skilled in answering toll-free calls. Skills assessments are given to all representatives, and proper training is provided.

**Q.) Are practitioners receiving the personalized attention they received with the “Hotline”?**

**A.)** All representatives received “Relationship” training. The training provided representatives with an in-depth knowledge of the priority needs of the practitioner community.

**Q.) Will the toll-free number create long hold times?**

**A.)** PPS is designed to allow practitioners easy access to specially trained assistors in an expeditious manner. Since the beginning of 2002, the Service has transitioned more than 40 locally managed “hotlines” into 5 centrally managed PPS centers. This has been a daunting task and we have found that wait times during times of high call demand have been higher than planned. In response, the Service has taken the following steps to reduce hold times:

- Additional training for phone assistors.
- Giving the caller the option to be routed to another site if there is a potential for a shorter wait time at another site.
- Number 2 above was modified on July 1, 2002, to allow for the caller to be routed to another site if the wait time is more than 5 minutes, and the wait time at the other site is shorter.
- The Service is looking at the workload mix at each site to ensure ample staff is available for all callers to that site.

**Q.) Will I be able to fax information to a representative?**

**A.)** Each team of representatives has designated fax machines.

**Q.) What is PPS?**

**A.)** The first point of contact for assistance regarding taxpayers’ account-related issues. The nationwide toll-free number is 1-866-860-4259.

**PPS – Script used for PPS line**

The following is the script that practitioners listen to:

*"Welcome to the Internal Revenue Service Practitioner Priority Line.  
For questions about your client's individual tax account, please press or say one;  
For questions about your client's business tax account, please press or say two;  
To hear these options again, please press nine."*

If practitioners do not respond (do not press or say anything), they hear the following announcement:

*"Sorry, I did not hear you; please choose one of the following options:*

*For questions about your client's individual tax account, please press or say one;  
For questions about your client's business tax account, please press or say two;  
To hear these options again, please press nine."*

If practitioners still do not respond (do not press or say anything), they hear the following announcement:

*"Sorry, I still did not hear you; so we may correctly process your call, you must choose one of the following options:*

*For questions about your client's individual tax account, please press or say one;  
For questions about your client's business tax account, please press or say two;  
To hear these options again, please press nine."*

If practitioners still do not respond (do not press or say anything), they hear the following announcement:

*"We did not receive a response from you. Please hold while your call is transferred."*

Also, if practitioners press or say one, two, or three, they will hear music for about 30 seconds, and then the following announcement:

*If you would like to leave a message, to order a record of account, or payer information, press 1;  
If you would like to speak to a representative, please press 2, or remain on the line."*

While waiting on hold for a representative:

*"Please be advised that if you do not have a Power of Attorney on file for a client for whom you are calling, you may fax it in while you are on the line to our Power of Attorney fax number. That fax number is xxx-xx-xxxx. Please notify the representative that you have just faxed your Power of Attorney to this designated number. This will help expedite your call."*